



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
STAFF TECHNICIAN
(RECREATIONS PROGRAMS DIVISION)
PARKS, RECREATION AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position performs a variety of difficult to complex administrative support and technical work requiring a great deal of discretion and organization. Serves as lead worker. Reports to the Recreation Program Superintendent.

ESSENTIAL JOB FUNCTIONS

Performs routine administrative support functions such as compiling, posting or recording information from a variety of sources that usually involves calculations, research and verification of information. Functions may include completing forms, reports, questionnaires and other similar documents. Compiles departmental payroll from information received from individual divisions to include regular and overtime hours worked and various types of leave taken. Records, processes, and deposits revenue received. Checks incoming invoices for accuracy; forwards to appropriate personnel. Maintains and procures office supply inventory.

Responsible for the effective supervision and administration of assigned office assistants including staff organization and development, performance evaluations, employee relations, prioritizing and assigning work and related activities.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances. Screens and responds to general inquiries and complaints; provides information on policies and procedures.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Office Administration - Knowledge of office systems, practices, procedures and administration. Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.

- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with employees, organizations, and the public.
- Computer Skills – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.

REQUIRED ABILITIES

- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Communication – Ability to effectively communicate ideas, to include the preparation of detailed reports and logs. Ability to effectively listen and understand information and ideas being presented verbally and in writing. Ability to handle a variety of customer service issues with tact and diplomacy and in a confidential manner.
- Accounting – Ability to perform arithmetic, algebraic, and statistical applications to perform basic financial transactions.

EDUCATION AND EXPERIENCE

Requires a high school diploma and 3–5 years of related administrative experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background investigation to include a local and state criminal history, sex offender registry check, and a valid driver's license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.